



INFORMATION TECHNOLOGY “Change Management Group” OUTBRIEF

**CDM/ISEA Workshop
4 April 2002
Jacksonville Florida**

IT Change Management

MISSION: Identify areas for process improvement including the ability to accommodate and manage change through the proper application of best Configuration Management practices

Information Technology

Action Item: # 001

Action Source: Group Consensus

Brief Description:

- Assess current CM process at NLSC.

Action Item:

- NAVSEA 04L5 will form an independent audit team to assess the current CM process and work with NLSC to establish an improved CM process.

Information Technology

Action Item: # 002

Action Source: Group Consensus

Brief Description:

- Standardize the Change Request (CR) form.

Action Item:

- Develop and establish a standardized Change Request (CR) form. There should be one standardized form to reflect all major or minor changes to CDMD-OA and associated hardware. (A procedure on how to fill out the CR form is required. Also, hardcopy will be accepted.)

Information Technology

Action Item: # 003

Action Source: Group Consensus

Brief Description:

- Not all changes are tracked throughout their life cycle from initiation to implementation.

Action Item:

- Requirements for tracking changes need to be enhanced to include all categories of changes. The tracking tool should reside in a single database.

Information Technology

Action Item: # 004

Action Source: Group Consensus

Brief Description:

- Formalize the criteria for when a change needs 04L5 approval versus local NSLC approval.

Action Item:

- NAVSEA 04L5 to provide formal criteria for when a change requires their approval versus NLSC approval only.

Information Technology

Action Item: # 005

Action Source: Group Consensus

Brief Description:

- Controlling Interface changes.

Action Item:

- Interface Control Working Groups (ICWGs) need to be established.

Information Technology

Action Item: # 006

Action Source: Group Consensus

Brief Description:

- NAVSEA and NSLC CCB process.

Action Item:

- NAVSEA needs to strengthen and formalize CCB process.

Information Technology

Action Item: # 007

Action Source: Group Consensus

Brief Description:

- Implementation planning.

Action Item:

- A formal approach to Implementation planning being established for complex changes.(NSLC owns the implementation plan)

Information Technology

Action Item: # 008

Action Source: Group Consensus

Brief Description:

- Testing process needs to be improved.

Action Item:

- Establish a formal procedure to write test plans in the appropriate format for testing CDMD-OA software
- Establish a separate test platform to test CDMD-OA software.

Information Technology

Action Item: # 009

Action Source: Group Consensus

Brief Description:

- Change Process Metrics will be provided to management.

Action Item:

- The new change request forms will be structured to provide meaningful metrics:
 - Measurements and reason for change, cost of change and cycle time
 - Status reports of all approved and pending changes will be provided to management on a regular basis

Information Technology

Action Item: # 010

Action Source: Group Consensus

Brief Description:

- Baseline management needs to be improved.

Action Item:

- Assess current baselines and make recommendations for improvement.

Information Technology

Action Item: # 011

Action Source: Group Consensus

Brief Description:

- Document Control Process.

Action Item:

- Generate procedures for master document control.

Information Technology

Action Item: # 012

Action Source: Group Consensus

Brief Description:

- There is a need for a dedicated configuration manager to oversee the change management and other related CM processes.

Action Item:

- Identify a Configuration Manager who will be responsible for creating and maintaining CM processes for CDMD-OA, RAD, and other associated software and hardware.

Information Technology

Action Item: # 013

Action Source: Group Consensus

Brief Description:

- NAVSEA review of existing IT CM best practices.

Action Item:

- Investigate best IT CM practices and apply as appropriate.

Information Technology

Action Item: # 014

Action Source: Group Consensus

Brief Description:

- Establish due dates.

Action Item:

- Develop critical path and POA&M based on recommendations made by independent CM assessment team.